



South Carolina State Library presents

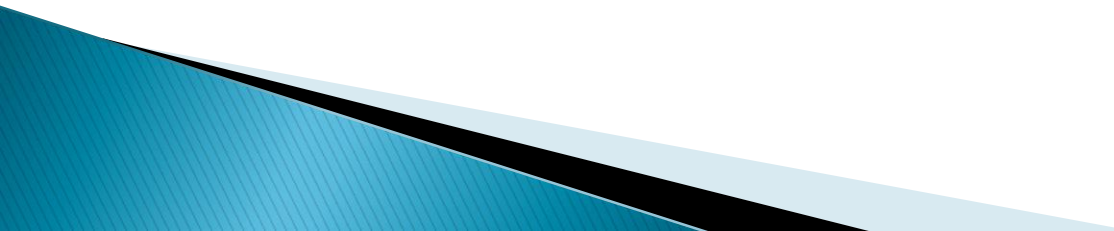
SC VOS Training

*Navigating the S.C. Dept of Employment & Workforce
Virtual System One Stop System*



south carolina
STATE LIBRARY

The purpose of this workshop

- ▶ The State Library of South Carolina is providing training for library staff to better assist patrons who find themselves recently unemployed due to the economic downturn.
 - ▶ The SC Department of Employment & Workforce is allowing access to their training server of the SC VOS system.
 - ▶ Provide a general overview of South Carolina Unemployment “first steps”.
 - ▶ Discuss important resources for your patrons.
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What to expect from patrons

▶ Find General Unemployment Information

- The most useful site will most likely be the SC Department of Employment and Workforce home page: www.dew.sc.gov
- From here, they can find information on a wide variety of topics, including Unemployment Insurance, Labor Market Info, Workers Compensation, and Career Training.
- If they wish to file a claim online, they can visit.

▶ Create a VOS Resume or Job Search using SC VOS

▶ www.sconestop.org

▶ File an Unemployment Claim

- [www. http://www.sces.org/claim-land.asp](http://www.sces.org/claim-land.asp)

Key Questions to consider asking

To Determine If You Can Help Someone Or If You Should Refer them To Their Local One-Stop Center, Ask The Following Questions:

- ▶ **Have you filed an Unemployment claim before online?**
 - If not, and you'd like to file one, do you have the necessary information?
- ▶ **Do you know where the One-Stop office is located for this area?**

File an Unemployment Claim

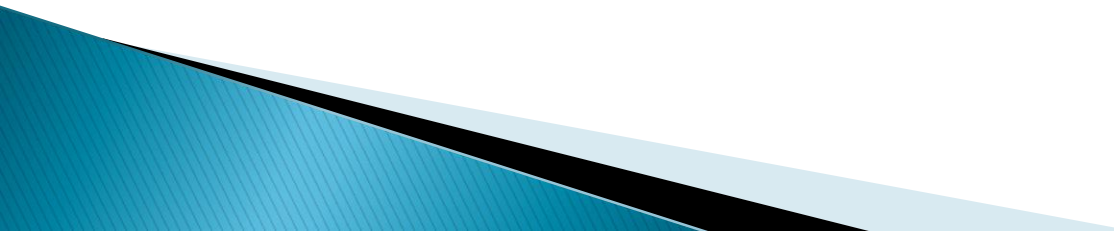
- ▶ **Some Tips For Online Filing**

- ▶ The Claimant Must Have The Following Items Available:

- ▶ Pencil/pen and paper
- ▶ Their Social Security Number
- ▶ If Ex-Service member– DD214 member 4 copy (if you were in the military the past two years)
- ▶ If you were a Federal Civilian Employee SF50 or SF8 (if you were a Federal employee the past two years)
- ▶ If they are not a U.S. citizen, they will need their Alien Registration Documentation issued by the U.S. Citizenship and Immigration Services (USCIS). This includes their alien registration type and number, country of origin, name, and their Employment Authorization Card or Permanent Resident Card if authorized to work in the United States.
- ▶ If they wish to have their benefits directly deposited in to their bank account, their bank information.

File an Unemployment Claim (con't.)

The Claimant Must Have The Following Items Available:

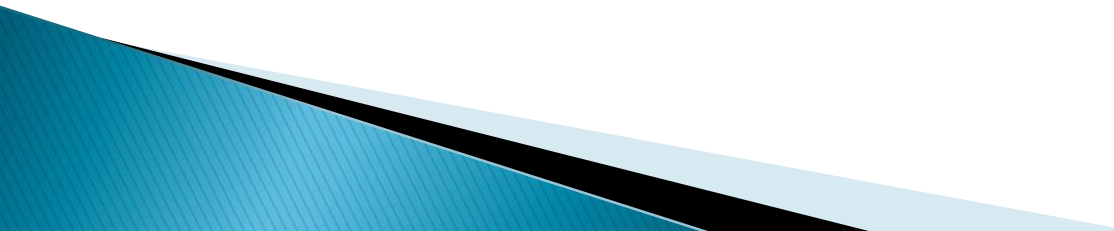
- ▶ Employer information on all employer(s) in the last 18 months including: name, address, telephone number, beginning and end dates of employment, and reason for separation.
 - ▶ A South Carolina driver's license or Non-Driver Photo Identification Card.
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Filing an Unemployment Claim


When someone files an Unemployment claim for the first time, they will be required to create a unique and distinct User ID and password.

- ▶ *This ID and password is different than any they may have used for other services, including SC VOS. It is NOT the PIN number they may have used to claim benefits on a previous claim.*
- ▶ This is used to protect their privacy and identity.


SC VOS

- ▶ It was specifically designed for:
 - Job seekers
 - Students
 - Case managers
 - Employers
 - Training providers
 - Workforce professionals
 - And others seeking benefits and services
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Features to help job seekers and students within the system include:

- ▶ Use a professional format to create and send resumes and cover letters to employers
 - ▶ Assess your job skills, set goals, and research training providers
 - ▶ Review available jobs and apply online
 - ▶ Set up a Virtual Recruiter search agent to automatically review job postings and notify you of jobs that match your skills
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Features to help job seekers and students within the system include:

- ▶ Track your job search efforts and resumes sent in a personal profile folder online
 - ▶ Learn about services and benefits for which you may be eligible
 - ▶ Determine a budget and plan for training
 - ▶ Research regional labor market information, such as salaries
 - ▶ Use the email/message center to contact employers and your case manager
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Parts of the SC VOS system can be accessed without having a log in

- ▶ Job searching
- ▶ Most of the services to individuals
 - (prompts will occur to register)
 - Resume builder
 - Budgets
- ▶ Other services

Patrons you may be assisting:

- ▶ One-Stop System customers coming in after 5pm and weekends
 - Individuals will usually have usernames and passwords
- ▶ Persons who forget username and passwords for SC VOS at @ your library
- ▶ Any other types of patrons
 - Persons who want to use the system for the first time
 - May need guidance on registration
 - Users who initiated set up at another location i.e., home, school, etc.

Optional Levels of Service

- ▶ These are considerations for assisting patrons in your library
 - ▶ See Levels of service sheet
 - ▶ **This sheet serves as a guide in assisting library staff in helping patrons using the SC VOS System.**
 - ▶ **All levels of participation in assisting patrons using the SC VOS system are at the sole discretion of your library and it's administration.**
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